

# Using Oracle Learning Management

Guide for MCG Employees and Partners

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# Using Oracle Learning Management - Basics

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Through Oracle Learning Management (OLM) MCG employees and partners have access to everything they need to create a learning plan, register for classes and maintain their training records.

## HIGHLIGHTS OF THE PROGRAM

- Available 24/7 from any PC
- Learner Home provides all your current training and history
- Search by keyword
- Supervisor access to Employee records
- Notifications by Email and on Learner Home
- Self-paced on-line Courses available directly from OLM
- External learning may be added to your record – *MCG Employees Only*
- Partners have same access, but enter through a different portal.
- Create Learning Paths aligned with learning goals
- Supervisor assigns Mandatory Training; OLM tracks compliance

## COMPARISON BETWEEN TRMS AND OLM

The list below will explain some of the differences you'll find between the Training Registration Management System (TRMS), our old system, and OLM.

Both systems will provide many of the same capabilities – navigation will be different. Please review the Quick Start Guides and other helps created to assist you in learning to use OLM.

TRMS – Old System	OLM – New System
<b>TRMS available</b> to employees only from a MCG office computer.	<b>OLM available</b> to employees, contractors and partners 24/7 from any PC with internet access.
<b>Contractors and Partners</b> <ul style="list-style-type: none"><li>– Includes employees of partnering agencies, temporary employees, volunteers and student interns.</li><li>– requested a training record to be set-up in TRMS by faxing an application to OHR.</li><li>– used the Automated Phone Registration System to Register, Withdraw, receive Class Schedules and Transcripts;</li><li>– notifications sent by fax.</li></ul>	<b>Contractors and Partners</b> <ul style="list-style-type: none"><li>– Includes employees of partnering agencies, temporary employees, volunteers and student interns.</li><li>– request access on-line through AccessMCG</li><li>– registering and other actions done on-line in OLM – in addition, can search for classes, view class descriptions, and access on-line learning;</li><li>– all notifications sent by email.</li></ul>
<b>On-Line Learning</b> (computer based training) accessed from a web link designated specifically for CBT training. Learner received a certificate as proof of completion.	<b>Enroll and access CBT</b> classes from OLM. CBT class enrollments and completions are included in your training record.
<b>Various systems</b> including TRMS used for class	<b>OLM incorporates</b> these into one system. Rolled out in

registration and tracking across County Offices.	2013: Libraries, HHS and OHR Catalogs.
<b>Class ID Numbers</b> assigned to each class.	<b>No Class ID.</b> Classes are identified by title followed by the date of the class.
<b>Class confirmations</b> included two emails/faxed messages. <ul style="list-style-type: none"> <li>– <b>Initial class notification</b> email included all information about the class – Title, Date and Location.</li> <li>– <b>Confirmation sent 7 days</b> before class start date. Included a map, parking instructions and a parking voucher for the Council Office Building (COB) Parking Garage.</li> </ul>	<b>Class confirmations</b> are emailed and include: <ul style="list-style-type: none"> <li>– <b>Initial Class Notification</b> includes the class date, time and the Training Center where a class is held.</li> <li>– <b>Next Day Confirmation</b> includes the complete address (venue) of the class.</li> <li>– <b>Confirmation sent 7 days</b> before the class has the complete address.</li> </ul>
<b>Initial class notification</b> email included all information about the class – Title, Date and Location.	Email includes <b>Title, Date and Training Center</b> – a general geographic area.  Follow-up email sent the next day includes <b>specific location and address</b> of the class.
<b>Confirmation</b> sent 7 days before class start date. Included a map, parking instructions and a parking voucher for the Council Office Building (COB) Parking Garage.	<b>Confirmation</b> sent 7 days before start date. <b>Maps and parking information</b> are located on the OHR Training Webpage; parking vouchers will be available at the class.
<b>Waitlist</b> position was provided. Automated system notified learner when they were moved to the class roster.	<b>Waitlist</b> position not provided. Automated system notifies learner when they are moved to the class roster.
<b>Search for class</b> by title, or review a list of current classes.	<ul style="list-style-type: none"> <li>• <b>Search in OLM by any word in the class title</b>, as well as keywords.</li> <li>• <b>Review</b> current classes by Category.</li> </ul>
N/A	External Learning function provides the ability to add outside training records. – <i>Employees Only</i> .

## HOW TO REGISTER

### *Employees – with user name and password\**

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- **Log-in to your Employee Self-Service** at this link [www.montgomerycountymd.gov/eportal](http://www.montgomerycountymd.gov/eportal)
  - Select Oracle Self-Service > Learner Self-Service > Learner Home
  - This will bring you to your personal Learner Home Page
- **To Search for a specific class**, use the Search window on the top left of the screen. Be sure to change the criteria from “course” to “class”.
- **For additional help**, go to the Quick Start Guides on [TransformMCG](#)
  - *\*If an employee does not have a username and password, should follow instructions under “Partners” below.*

## Partners

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A “Partner” is anyone employed by an organization which partners with MCG, such as HOC, Montgomery College, and MCPS; it also includes MCG temporary employees, contractors, volunteers, and student interns.

All Partners must setup a profile and request access to OLM through AccessMCG in order to register in a class.

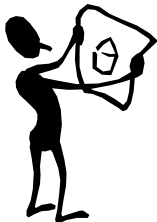
### ❖ Requesting Access

- **Step 1: Get instructions** by at the OHR Training Website: [Instructions for Non-Employees – How to Request Access to MCG Training Catalogs](#)
- **Step 2: Set up a profile** through AccessMCG. This is a County-wide app which gives the public the opportunity to request access to certain County databases.
- **Step 3: Request access** to the appropriate Catalog through AccessMCG.
  - MCG currently has three (3) catalogs:
  - 
  - Human Resources, Health and Human Services, and Libraries. Once you have made your request, you will receive an email from OHR advising you that you may now access OLM and register for classes.
  - If you don’t know which catalog to request, contact the OHR Training Team at [OLMAdministrator@MontgomeryCountyMD.gov](mailto:OLMAdministrator@MontgomeryCountyMD.gov) or call 240-777-5116?

### ❖ Register for Classes

- **Log-in to AccessMCG** by clicking this [link](#).
  - Log in using the user name and password you have set up above.
  - Select Human Resources Services > County Learning Services > County Learning Area (click the blackboard icon)
  - This will open up Oracle
    - Select MCG External Learner Self-Service > Learner Home
    - This will bring you to your personal Learner Home Page
- **To Search for a specific class**, use the Search window on the top left of the screen. Be sure to change the criteria from “course” to “class”.

### ❖ For additional help, go to the Quick Start Guides on the [OHR Training Web Page](#).



## Lost?

Look for the OLM “Quick Start Guides”!

- ❖ **Employees:** go to [TransformMCG](#)
- ❖ **Contractors and Partners:** go to [OHR Training Web](#)

# Oracle Learning Management – Beyond Basics

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## LEARNING PATHS: MANAGING YOUR TRAINING TO ALIGN WITH YOUR CAREER GOALS

**Learning Path** is an identified set of related courses. Taken together, these courses help develop and strength the Learner's skill-set and knowledge base of a specific area. Learning Paths are also excellent tools for developing training and performance plans.

**Certification Path** is used to track training required for a renewable certification or licensure. It can also be used for mandatory training that must be **renewed periodically**.

- A Certificate Path can only track **courses offered through OLM**. External courses cannot be tracked for completion of a Certificate Path.



- Once a Certificate Path is complete, OLM notifies the employee and the supervisor, and will **reset the due date** based on the renewal period. As the renewal date approaches, both supervisor and employee are notified.

## Customized Learning Paths

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- May be created by a Learner, the Supervisor or the Training Administrator.
- Learning Paths can be targeted to an individual, particular unit or Department, or by position.
- Any courses within one catalog may be combined to create a LP.
- Courses within the LP may be designated as Mandatory or Elective.
- A time frame is set within which all the courses must be completed.
- As the Learner completes the courses, OLM tracks progress, and sends reminders and notifications to the supervisor and employee.



**Suggestion:** If you are interested in a Course and no Class is currently scheduled, you can create a "Learning Path" for yourself, and add these courses. This will serve as a reminder to enroll when classes are announced in the future. (This does not give you priority seating in the next class. You must enroll in a timely manner to enter the class)

- For more information go to [TransformMCG](#) and look for "OLM UPKs for Employees".

## OHR Learning Paths

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**Descriptions of the following Learning Paths** are located on the [OHR Training Webpage](#). Each Path is described in detail along with a list of courses that are included in the Learning Path.

OHR has created several categories of Learning Paths. These include:

### ❖ ERP Responsibilities Learning Paths

In this Category, each ERP learning path includes a course of training based on a specific role within Oracle. In order to be granted access in Oracle, users must complete required training which

generally includes UPK (online training), UPK Assessment and Classroom training. The most common roles in Oracle have learning paths in OLM:

#### ❖ **Mandatory Training Learning Paths**

Some words about Mandatory Training

- All Employees, Temporaries, Contractors, Volunteers and Interns are required to complete the appropriate New Hire Mandatory Training.
- All Supervisors and Managers are required to attend New Manager Mandatory Training when hired or when newly promoted into the position.
- Check with your supervisor to determine which courses you need to attend.
- For More Information go to “Mandatory Training” on the [OHR Training Webpage](#)

Mandatory Training consists of two tracks:

- **New Hire Mandatory Training:** required for new employees, as well as contractors, temporary employees, student interns, and volunteers based on position.
- **New Manager Mandatory Training:** In addition to the New Hire Mandatory Training, Managers and Supervisors are required to take courses in this Path within the first year of their date of hire or beginning of management status.
- **In addition, OHR has created Mandatory Certification Paths.** These are trainings that must be renewed periodically.

#### ❖ **Professional Development and Management Development Learning Paths**

Formerly known as “Certificate Programs”, these Learning Paths are designed to acknowledge the dedication and personal achievement of employees. Successful completion of a Learning Path earns you credentials valuable for advancement. These are divided into two tracks:

- Employee Development Learning Paths
- Manager and Supervisor Development Learning Paths



#### ***Note to Current Certificate Program Participants***

Please continue in your Program exactly as you have been doing. When you finish, submit your request along with your transcript to OHR Training, and we will confirm completion and send you a certificate.

The Learning Path provides a more formalized and visible record of the Learner’s professional development efforts. These differences are shown in the table below.

TRMS: Certificate Program	OLM: Learning Path
<ul style="list-style-type: none"> <li>• Informal</li> <li>• No record until completed</li> <li>• Self-tracking</li> <li>• Supervisor only notified upon completion.</li> <li>• No formal record kept in Automated Training Record.</li> </ul>	<ul style="list-style-type: none"> <li>• Employee or Supervisor “subscribes” employee to LP.</li> <li>• Learning Path appears on the Learner Record.</li> <li>• OLM tracks, sends reminders and notifies Learner and Supervisor when complete.</li> <li>• LP completion is a permanent record on the Learner’s history.</li> </ul>

## Subscribing to a Learning Path

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Employees may subscribe to a Learning or Certificate Path or the Supervisor may subscribe them. Once they have subscribed it becomes part of their record and appears on the Learner Home.

***Important Note:*** Although these Paths are part of the employee’s Learner Record it ***does not enroll the employee in a class, nor guarantee*** them enrollment. The employee/supervisor must enroll in the corresponding class when it is offered.

### How to Subscribe:

- **Log-in to your Employee Self-Service** at this link [www.montgomerycountymd.gov/eportal](http://www.montgomerycountymd.gov/eportal)
  - Select Oracle Self-Service > Learner Self-Service > Learner Home
  - This will bring you to your personal Learner Home Page
- **To Search for a specific Learning Path**, use the Search window on the top left of the screen. Be sure to change the criteria from “Course” to “Learning Path”.
- **For additional help**, go to [TransformMCG](#) > look for UPKs for Employees

## EXTERNAL LEARNING – MCG EMPLOYEES ONLY

OLM provides the option to record classes, seminars, conferences, etc. which have been take outside MCG.

- The **External Learning** link is available on your Employee Self Service Menu directly under **Learner Home**.
- After you attend one of these training events
  - complete the information required.
  - Provide your supervisor proof of completion (may be scanned and attached to the form)
  - Once your supervisors approves the entry, it will appear under the External Learning Link.



# Helpful Hints

## IMPORTANT WEB LINKS

If you are *NOT* reading this on the computer, here are the instructions for finding the web link when you are back on your computer.

### ***Find it Fast:***

***While the log-in page is open***, bookmark the page by using the Internet Explorer “favorites”.

1. Click the gold star at the upper right
2. Click down arrow
3. Click “Add Favorites”
4. Name it whatever you will remember
5. Save

***Next Time***, click the star to find the link immediately.

**OHR Training Web Page** – type into your web browser:  
**www.montgomerycountymd.gov** > Departments > Human Resources > Training.

**TransfromMCG** – type into your web browser, **portal.mcgov.org**  
 > TransforMCG at bottom of the page > Oracle HCM/Payroll > Oracle Learning Mangement

**Oracle Employee Self Service** – type into your web browser,  
**portal.mcgov.org** > ePortal > Oracle Employee Self Service

**AccessMCG** – type into your web browser,  
**www.montgomerycountymd.gov** > Online Services > AccessMCG

## FINDING HELP WITH OLM

Below is a table describing the many helpful documents and on-line learning available to help you learn to navigate the OLM.

Employees	Non-Employees
<b>OLM Quick Start Guides</b> Simplified, illustrated guides to Access the Catalog, Search for a Course, Search for a Class and Enroll in a Class <b>LOCATION:</b> <a href="#">Transform MCG</a>	<b>OLM Quick Start Guides for Non-Employees</b> Simplified, illustrtd guides to Access the Catalog, Search for a Course, Search for a Class and Enroll in a Class <b>LOCATION:</b> <a href="#">OHR Training Page</a>
<b>Learner UPK's and Manager UPK's</b> Interactive, automated step-by-step guides to every action available for Learners and Managers. Detailed step-by-step guides may also be printed from each UPK. <b>LOCATION:</b> <a href="#">Transform MCG</a>	
<b>Frequently Asked Questions (FAQs)</b> Question and Answer format, searchable by topic. Designed to cover questions from how to access the system, to troubleshooting navigation issues. <b>LOCATION:</b> <a href="#">OHR Training Page</a>	<b>Frequently Asked Questions (FAQs)</b> Question and Answer format, searchable by topic. Designed to cover questions from how to access the system, to troubleshooting navigation issues. <b>LOCATION:</b> <a href="#">OHR Training Page</a>
<b>OLM User's Guide</b>	<b>OLM User's Guide</b>

Provides an overview of the OLM system. Highlights of OLM, accessing the system for employees and partners, system structure, Learning Paths and Certifications, Mandatory Training and OLM Terminology. <b>LOCATION:</b> <a href="#">OHR Training Page</a>	Provides an overview of the OLM system. Highlights of OLM, accessing the system for employees and partners, system structure, Learning Paths and Certifications, Mandatory Training and OLM Terminology. <b>LOCATION:</b> <a href="#">OHR Training Page</a>
<b><i>MCG Employees automatically have access to MCG Training Catalogs and Registration through <a href="#">Employee Self Service (ESS)</a></i></b>	<b>Instructions to Non-Employees – How to Request Access to MCG Training Catalogs</b> Step-by-Step illustrated instructions to help non-employees go to AccessMCG, set-up a profile, and request approval to access the training catalogs. <b>LOCATION:</b> <a href="#">OHR Training Page</a>

## FREQUENTLY ASKED QUESTIONS

### Where can I get a **calendar** of classes?

Our Training Catalogs (HHS and OHR) are located on the [OHR Training](#) Web Page, and include the current calendar of classes. Look for “OHR-Planning for the Future” and “HHS – Center for Continuous Learning Catalog”. NOTE: There may be changes after the Catalogs are published. Check OLM to confirm the most up-to-date information on classes.

### How do I **access OLM**?

- Employees – log into [Oracle Employee Self Service](#). For more detailed instructions, refer to the “Quick Start Guides” on [TransformMCG](#).
- Partners – log into AccessMCG. For more detailed instructions, refer to the “OLM: Quick Start Guides” on the [OHR Training](#) Web Page.

### How do I **find a class**?

- To find a class on OLM, use the Quick Start Guides.
- Employees – go to [TransformMCG](#), and look for “Quick Start Guides”
- Partners – go to the [OHR Training](#) Web Page, and look for “OLM: Quick Start Guides”.

### How do I find if a class offers **Continuing Education Units (CEUs)**?

- If you Search by Class, both the Course Title and Class Title will come up. Click on the Course Title; near the bottom of the page you will find the “Professional Credits”. This will show you the contact hours and the approving CEU board.
- For more informaton on CEUs provided through our traing programs, go to the appropriate course catalog on the [OHR Training Website](#).

### How do I find the **location** of a class?

The “Venue” will indicate the actual location of a class. Once you locate a class in OLM, click on the class title. This link will give you the Venue and the Instructor for the class.

### How will I be notified of **my enrollment** in a class?

- You will receive three notifications: The first will be sent immediately, and notify you that you have been enrolled or are on the waitlist for the class. It will indicate a “Training Center” for the class. This is the general location of the class. The second (sent the following day) will include the exact location of the class. The third will be sent 7 days prior to the start of the class, and include all information.
- The information will also be located on your *Learner Home* in OLM under Enrollments.

#### How do I get **directions** to a class location?

“Directions to Training Facilities”, located on the [OHR Training](#) Web Page, provides information for our most-used training facilities.

#### How do I get information on **parking**?

Parking information is included with the information for “Directions” on the [OHR Training](#) Web Page.

#### How do I get a **transcript** of my training?

- **Employees:**
  - For classes scheduled **before March 1, 2013** – go to the [OHR Training](#) Web Page, and select “Link to Obtain Old Training Transcript”.
  - For classes **on March 1, 2013 and onwards**, go to your “Learner Transcript” in OLM.
- **Partners:**
  - For classes scheduled **before March 1, 2013** contact the Training Team at <mailto:OLMAdministrator@montgomerycountymd.gov>.
  - For classes on **March 1, 2013 and onwards**, go to your “Learner Transcript” in OLM.

#### Where do I find **Mandatory Training** classes?

Search OLM: Use drop down and select Learning Path > type “mandatory” in the box. Also, refer to the “Mandatory Training” section of the [OHR Training](#) Web Page.

### **BITS AND PIECES**

- **Classes are listed** by title and date. For example: “*Limited English Proficiency Class 2013-12-24*”
- Look for **attachments** which you may need prior to the class, such as pre-work, class handouts, input requests, etc.
- **Check your enrollment status.** When you enroll, an acknowledgement of your enrollment will be sent, and will include your “enrollment status” of **registered** or **waitlisted**. Please check this to confirm your status.
- **Supervisor approval.** Your supervisor will be copied on all activity within your Learner Record, including enrollments. Your supervisor may unenroll you from a class if necessary. Please discuss any training with your supervisor before signing up.
- **Keep your email box open.** All automatic notifications are sent by email. This includes enrollments, and changes in the date, time, location, etc. Remember, if your mailbox is full, you will **not receive any automated messages**.
- **Updated class information will appear on your “Learner Self-Service” web page.** So if you think you have missed an email notification, this is a handy place to check.

## OLM TERMINOLOGY

<b>ACCESSMCG</b>	An MCG portal for outside individuals who want to access specific databases.
<b>CATALOG (INOLM)</b>	<p>A searchable database providing information on available training, access to enroll in classes, and a personal record of your training experience.</p> <p>MCG has set up the following Catalogs as of this date:</p> <ul style="list-style-type: none"> <li>– OHR Training Institute</li> <li>– HHS – Center for Continuous Learning</li> <li>– Libraries</li> </ul>
<b>CATEGORIES</b>	Related Courses grouped together
<b>CERTIFICATION PATH</b>	Courses that need to be tracked for certification or licensure. Also used for some MCG Mandatory Training.
<b>CLASSES</b>	A scheduled instance of a course.
<b>COURSES</b>	Description of a learning event
<b>ENROLL</b>	To register in a class
<b>ENROLLMENT STATUS</b>	Enrolled or Waitlisted
<b>EXTERNAL LEARNING</b>	Class, seminars, etc. which have been take outside MCG, and can be added the Learner's External Learning Record.
<b>LEARNER HOME</b>	Located through Employee Self-service; portal for accessing Catalog and all related functions, and the Learner training Records.
<b>LEARNING PATHS</b>	A tool to customize a professional development plan and assign it to an individual/unit/department. In OHR, includes the former "Certificate Programs".
<b>OFFERINGS (DELIVERY MODE)</b>	Describes the "type" of Course, or how it is presented.
<b>OFFERING: ILT (INSTRUCTOR LED TRAINING)</b>	Class is delivered in a classroom
<b>OFFERING: SP (SELF-PACED ON-LINE LEARNING)</b>	Class is delivered through Compute-based Training
<b>OLM</b>	Oracle Learning Management
<b>PARTNERS</b>	Individuals or organizations who may be given access to training catalogs. Includes HOC, MD-NCAPP, MCPS and others as designated by specific departments. May also include Volunteers, Contractors and Student Interns.

<b><i>SUBSCRIBE</i></b>	To save a Learning Path or Learning Certification on your Learner Home
<b><i>TRAINING CENTER</i></b>	General geographic areas which provide the Learner with a general idea of the location of a class. See "Venue".
<b><i>UPK</i></b>	User Productivity Kit: On-line Learning for Oracle applications.
<b><i>VENUE</i></b>	A Venue is the location of the Class

## IF ALL ELSE FAILS



If you have checked the **Quick Start Guides** and all other on-line helps, and are still having problems, please *call us* **while you are on your computer** so that we may help you walk through the problem. If you get voicemail, provide a detailed explanation of (1) what you are trying to do, and (2) what is happening.

- Training Team Phone: 240-777-5116
- Training Team Email: <mailto:OLMAdministrator@montgomerycountymd.gov>